

## How to say an email

(cf: British Council)

When you say an email address: remember that @ is pronounced 'at' and . is pronounced 'dot'.

*reservations@beachhotelbern.com*

is: 'reservations at beach hotel bern dot com'

Sometimes there is a . in the person's name.

[jeffery.amherst@britishcouncil.org](mailto:jeffery.amherst@britishcouncil.org)

is: 'jeffery dot amherst at british council dot org'

\_ in an email address is called 'underscore'.

*teaching\_job@english\_academy.id*

is: 'teaching underscore job at English underscore academy dot I D'.

### elements in an email:

**sender:** from *ethan.marks@hotmail.com*

**recipient:** to [martha\\_elke@gmail.com](mailto:martha_elke@gmail.com)

**issue / subject:** order pack of books

**documents / files attached:**

-invoice - map - contract

**opening greeting- salutation:**

Dear Ms Martha Elke

**message:**

Our company confirms the delivery of the parcel of 290 books to the address you emailed on 21st April 2020.

Please find the note attached to this email.

**closing:** Yours sincerely,

**signature:** Ethan Marks

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### Exam question

You are interested in studying English in the UK. Read the advertisement below which you saw in an international magazine and some notes you have made in red. Write an email to Jane Black using all the notes. You should write approximately 150 words.

**Central School of English**

Come and study English at our school!

- Two-week courses for all levels
- Highly qualified, experienced teachers
- Reasonable prices
- Accommodation with host families
- Extensive social programme

For further information contact Jane Black:  
j.black@central-school.co.uk

Can I do a three-week course?

How much exactly?

With other students or on my own?

More details?

11:15

Cancel

New Message

Send

To: j.black@central-school.co.uk

Subject: English courses

Dear Ms Black,

I am writing in response to the advertisement I saw for your English school in 'World Teens Today' magazine. I am interested in doing one of your courses and I would be grateful if you could provide some further information.

Firstly, it says in the advertisement that the courses are two weeks long. Would it be possible to do a three-week course? I would also like to know how much your courses cost exactly.

Secondly, your advert mentions accommodation with host families. Could you tell me if I would be staying on my own with the host family or if there would be other students staying there as well?

Finally, I have a question about the social programme. Would you mind sending me more details about this? I am very keen on sport and I would like to know if there are any sports activities included in the social programme.


I look forward to hearing from you.

Yours sincerely,

Lili Song

# PARTS OF AN EMAIL

**Subject Line** — ① Notes from yesterday's meeting

**Sender** — ②  **Javier Martinez** <jmartinez@silverstargraphics.com>

**Recipient** — ③ To Me

**Carbon Copy** — Cc Terry Graham <tgraham@silverstargraphics.com>

**Salutation** — ④ Good morning Anna!

**Email Body** — ⑤ Thanks for the clear and helpful presentation yesterday on the new procedures. You answered all my questions and I feel much more confident about the project going forward. Attached are my notes on the presentation if you'd like to pass them along to members of the team who weren't able to attend the meeting.

**Closing** — ⑥ Thanks again!  
Javier

**Signature** — ⑦ Javier Martinez  
Graphic Design Associate  
★ **Silver Star Graphics**

⑧ **Attachment** — graphics-presentation.pdf (30K) X ⋮ 🗑️

## STRUCTURE and ELEMENTS of an email

-via brainkart.com.-



**To:** this field consists of the address to whom the message has to be sent. This is mandatory. [*addressee.destinatario*]

**CC:** short (abbreviation) for carbon copy. This is optional. The people who were mailed copies of the message. The recipients of the message will know to whom all the copies have been sent.

**BCC:** it stands for Black Carbon Copy. It is used when we do not want one or more of the recipients to know that someone else was copied on the message. This is optional.

**Subject :** the Subject field indicates the purpose of e-mail. [*subject.asunto*]

**Attachment:** attachment contains files that you are sending, linked documents, pictures, etc. along with an e-mail.

**Body:** the email body is the main part of an email message. It contains the message's text, images and other data (such as attachments). The email's body is distinct from its header, which contains control information and data about the message (such as its sender, the recipient and the path an email took to reach its destination).

**Greeting:** regards! / kind regards!

**Signature:** name of the sender [*sender.remitente/persona que escribe el correo*]

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Also think about these 2 points:

-via wallstreetenglish.com-

Dear Sir/Madam (if you don't know the name of the recipient) or more generally 'To whom it may concern'

Yours faithfully (if you began the email with 'Dear Sir/Madam' because you don't know the name of the recipient)

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Dear Mr/Mrs/Ms (surname of the recipient, e.g. Mr Black)

Yours sincerely (if you began the email with 'Dear Mr/Mrs/Ms + surname')

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